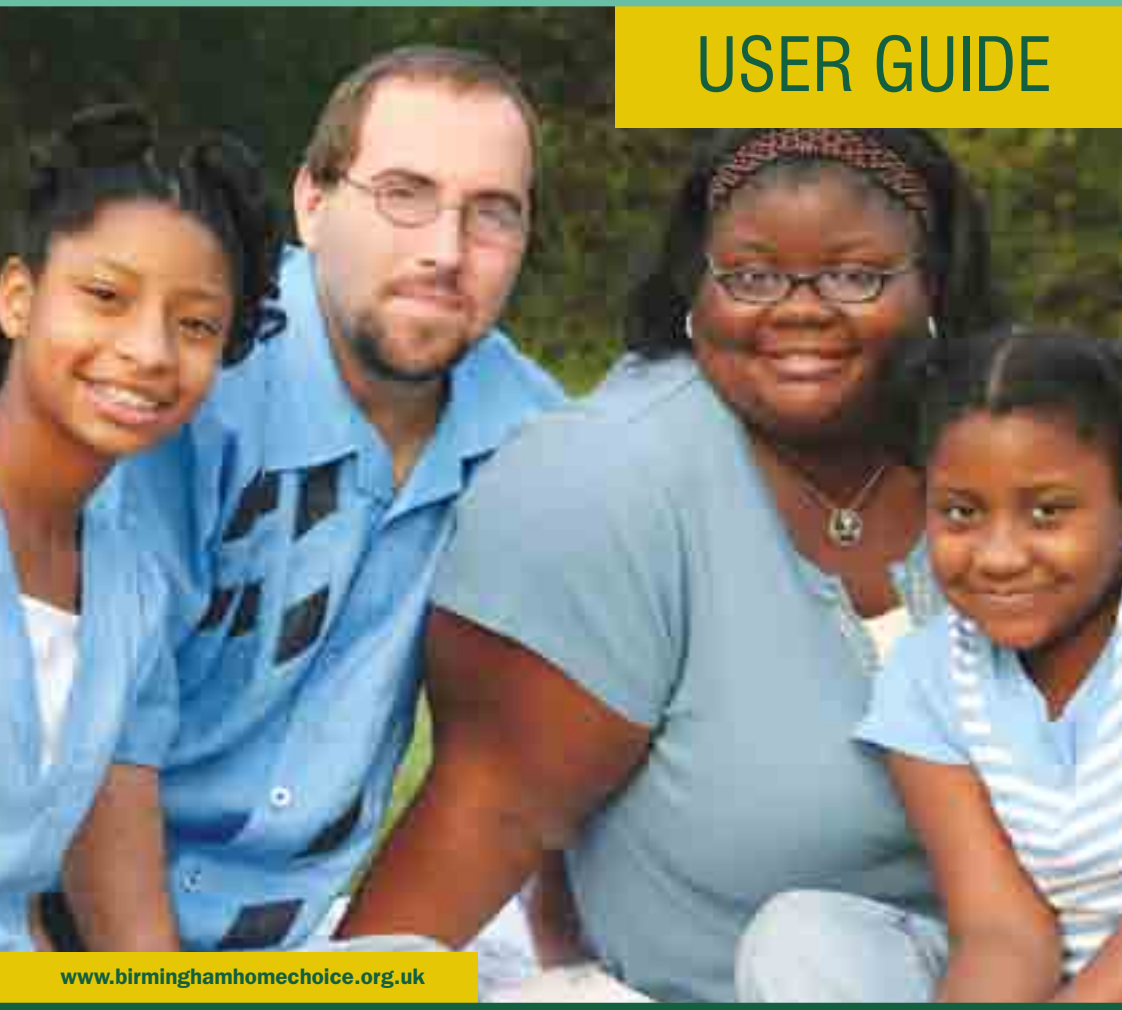
Birmingham home CHOICE

Transforming Housing

USER GUIDE



www.birminghamhomechoice.org.uk

Birmingham City Council

BIRMINGHAM SOCIAL HOUSING PARTNERSHIP

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WELCOME

This user guide will help you to use Birmingham Home Choice – and get the home of your choice.

Birmingham Home Choice is the way for customers to find and rent a home from Birmingham City Council, Midland Heart, Family Housing Association and some other housing associations in the city.

The scheme is open to applicants for social housing and existing tenants who want to move.

HOW DO I FIND A HOME?

We advertise all of our available homes on the Birmingham Home Choice website or, if you don't have access to a website, in a property newsletter.

You can look at the newsletter in libraries, neighbourhood offices, Citizens Advice Bureaux and other places in Birmingham – you can find a list of these in your neighbourhood office or at **www.birminghamhomechoice.org.uk**

- Your local library can help get you started using Birmingham Home Choice and provide internet access.
- Your local neighbourhood office can give you support and advice about Birmingham Home Choice and your other housing options. You can make an appointment with your neighbourhood office by calling 0121 303 1111.

You can tell us that you are interested in a property – we call this **making a bid**, or **bidding**.

We normally advertise properties from Thursday to Tuesday each week – we call this the **bidding cycle**.

STEP 1 REGISTER	You must be registered with Birmingham Home Choice	See page 6
STEP 2 LOOK THROUGH ADVERTS	You can do this on the Birmingham Home Choice website or property newsletter	See pages 8 and 11
STEP 3 BID	Make sure you bid, otherwise we won't know that you are interested	See pages 11, 18, 19 and 20
STEP 4 BE SHORTLISTED	We base this on your housing points and your eligibility	See page 22
STEP 5 VIEW THE	If you are shortlisted, you will be invited to view the property with other applicants	See page 23
STEP 6 DECIDE IF YOU WANT TO MOVE	The person with the highest points who wants to live there will be offered the property	See page 24

GETTING STARTED

Check you are registered

To use Birmingham Home Choice, you need to be registered with Birmingham City Council, Family Housing Association or Midland Heart and have a user ID and PIN number. The properties you can see will depend on which organisation you are registered with. Your registration letter gives you details of which properties you are eligible for.

You will need to be registered with one of the organisations listed above. You can contact Midland Heart and Family Housing Association directly to join their waiting list. Alternatively you can complete a Birmingham City Council application form, available from your nearest neighbourhood office or from **www.birminghamhomechoice.org.uk**

Check you have got your ID and PIN number

Before you start, check you have your User ID and personal identification number (PIN) number handy. If you wish, you can write them down here:

User ID:

PIN number:

If you have lost your user ID and PIN number, please phone the organisation you are registered with – see page 33 for the phone numbers.

Decide how you want to view properties and bid on them
You can look through property adverts on the website, property newsletter and interactive television. Properties are advertised for one week, from one minute past midnight on Thursday to one minute past midnight on Tuesday.

You can bid on our properties using the website, interactive telephone, interactive television and text messaging.

You can change your bid on the website. This chart shows you your options, at a glance.

	Look through property adverts	Bid	Change bid
Birmingham Home Choice website	✓	✓	✓
Birmingham Home Choice property newsletter	✓	✗	✗
Interactive Voice Recognition (IVR) telephone	✗	✓	✗
Interactive Digital television	✓	✓	✗
SMS text messaging	✗	✓	✗

USING THE INTERNET

You can go online to see what properties are available each week to bid, and change your bid. You can use the internet free at any of Birmingham's libraries (see page 32). Go to **www.birminghamhomechoice.org.uk** or search for **Birmingham Home Choice**.

To start:

1 Click on the link to Property Site ⇨ page.

2 Click on Get Started ⇨ to go to the log in page.

3 In the box for registered users, enter your user ID and PIN number and click the **LOGIN** button.

If you have any problems logging on, please refresh the site and try logging on again.

4 You are now on the page that tells you the number of housing points you have, and the details of any bids that you have made (My Details page).

5 You can check that we have the right contact details for you by clicking on the **CONTACT INFO** box. If you need to change the details, please enter the change in the Notes/ Query text box and click on the **SUBMIT** button.

Please do not use this box for submitting enquiries about your application – we will not be able to answer any queries submitted in this box.

To view and search for properties

1 Click on **VIEW PROPERTIES** to see the properties that are available to choose from.

2 If you know the advert reference number of the property, enter it in the box labelled Search By Advert and click on **SEARCH BY ADVERT** button.

3 You can reduce the list to show only properties that you are interested in by setting a number of preferences. These are displayed in the grey Select the Filter Criteria section at the top of the page.

You can search based on criteria such as:

a. Area of the city (see page 34).

b. Bedroom size (Remember – you will not usually be able to bid on properties that are larger than you are eligible for. You can, however, bid on properties that are one bedroom short, as long as it won't result in you, by law, being overcrowded.)

c. Sheltered accommodation.

If you are looking for studio accommodation (a property where the sleeping and living space is combined), please search using 0 bedrooms.

Once you have chosen your criteria, press **APPLY FILTERS**

4 To see full details for a property, click on the button **FULL PROPERTY INFO** on the right side of your screen.

5 To help you make your selection, information about the area is available on the up my street website. There is a link to this on the left of the screen. There is also a map to give you an idea of where the property is.

To place a bid

1 Log in using the instructions 1 to 4 on page 8.

2 Click on the **VIEW PROPERTIES** button.

3 If you know the advert reference number of the property you are looking for, enter it in the box labelled Search By Advert and click on the **SEARCH BY ADVERT** button.

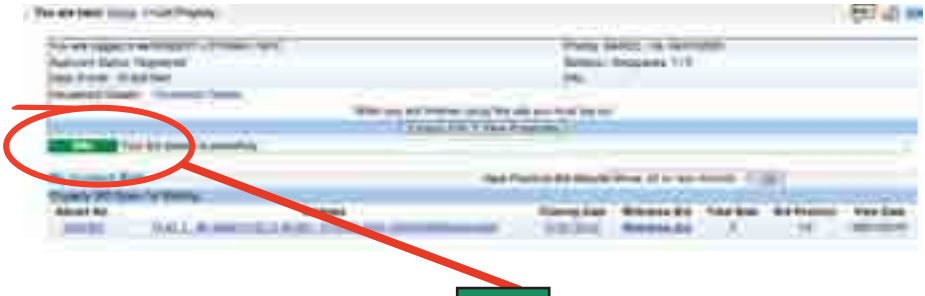
4 Alternatively, you can browse the available properties using the previous instructions on pages 9 and 10.

5 Once you have found a property you would like to bid on, click on the **FULL PROPERTY INFO** button on the right hand side of your screen.

6 Further information about properties and the area they are in is available from the up my street website. There is a link for this on the Full Property Details page.

7 Look at all the information about the property to make sure it is suitable for you.

8 Click on the button **CLICK HERE TO BID**.
You will be taken to the My Details screen, where you can see all of the bids you have placed in the current bidding cycle.

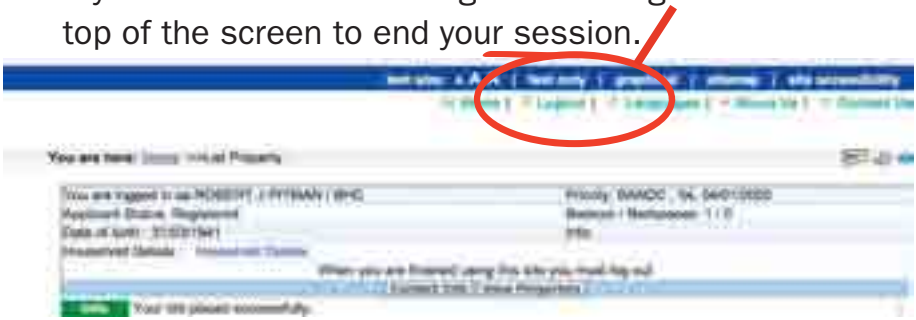


9 Above your bid is a green **INFO** bar telling you that you have placed your bid.

10 Click on **VIEW PROPERTIES** to continue browsing and bidding on properties. Remember, you can place up to three bids each cycle.

11 Once you have placed your bid, check your contact details are correct so we can phone you. You can do this by clicking on the **CONTACT INFO** button.

12 If you have finished bidding click on Log out at the top of the screen to end your session.



13 You can review your bids before the end of the cycle, see page 14. If you have been shortlisted to view the property, a housing officer will contact you to invite you to attend the viewing. You can also check the invitation on the My Details screen. This will give you the date and time for your viewing.

If you have not heard from us by the viewing date, then you have been unsuccessful. Please do not attend the viewing. You will not be able to view the property.

If you want some feedback on why you were not successful, see page 25.

To change your bid online

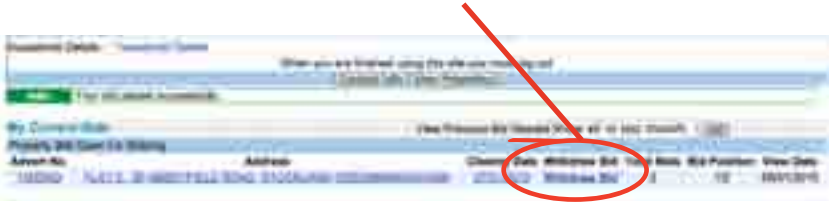
You can only change your bid during the bidding cycle online. You can do this at any time and there is no penalty for this. However, you can only place bids on three properties in each cycle.

If you have placed three bids and wish to bid on another property, you will have to withdraw one of your other bids. To check your bid, and change it if you want to:

1 Follow steps 1 to 4 on pages 8 and 9.

2 You are now in the My Details page. Here you will see a list of the properties that you are currently bidding on.

3 Find the property on the list that you wish to change your bid on and click on withdraw bid.



4 You will be taken back to the full property details screen. In place of the **CLICK HERE TO BID** button, you will see a button labelled **CLICK HERE TO WITHDRAW BID**.

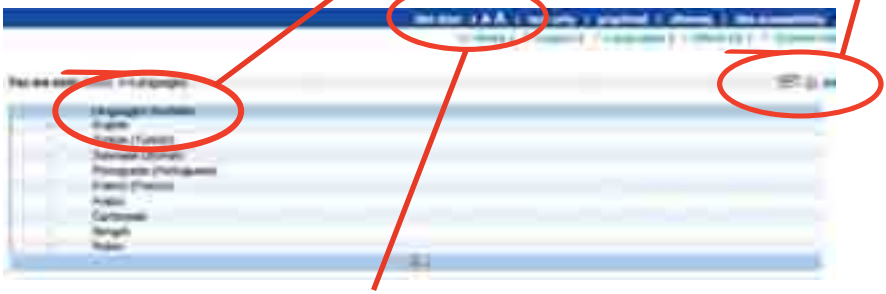
5 Click on this button to withdraw your bid. You will be returned to the My Details page.

6 The **INFO** bar confirms that your bid has been withdrawn.

Useful features of the Birmingham Home Choice website

To listen to our website: Click on the Say It icon.

Translation: Click on languages and pick the language you require.



Large font: Click on Text size at the top of the screen.

Our website is designed to be easy to use for people with hearing and sight difficulties. It is compatible with most plug in devices.

Text only option: Click on Text only at the top of the screen. This allows you to view the website with no graphics and to change the colours of the text and background. You won't be able to view symbols with the text only option.

USING THE PROPERTY ADVERT NEWSLETTER TO VIEW PROPERTIES

You can download or read a property newsletter, which will contain details of all the properties available that week.

To download a copy of the property advert newsletter

1 Go to the Birmingham Home Choice website **www.birminghamhomechoice.org.uk** and click on Latest Advert.

2 You need to have an Adobe Reader – you can download one here.

3 This week's property advert newsletter will on the list. You can either save or print a copy.

To read the property advert newsletter

You can look at the property advert newsletter at any library or neighbourhood office. This lists all the available properties each week.

Your local library or neighbourhood office has a list of other places across Birmingham where you can view a copy of the property advert newsletter.

To make a bid, you can use the Birmingham Home Choice website (page 8), the interactive voice recognition telephone service (page 18), interactive digital television (page 19) and SMS text messaging (page 20).

USING THE INTERACTIVE VOICE RECOGNITION (IVR) TELEPHONE SERVICE TO PLACE A BID

The IVR telephone service allows you to use your touch-tone telephone to place a bid. It is available in English and nine other languages.

The IVR telephone number is **0845 330 3183** (local rates).

You will need your user ID, PIN number and the property advert reference number to select a property.

All you have to do is call the number and follow some very easy steps. In less than two minutes you can register your property selection over the telephone. You can place up to three bids in each cycle.

When you have completed recording your property selection this will be confirmed with you before the call is ended.

Remember, if you want to change your bid, you need to use the Birmingham Home Choice website (page 14).

USING INTERACTIVE DIGITAL TELEVISION TO VIEW PROPERTIES AND PLACE A BID

If you are a Sky, Virgin or Freeview customer, you can place a bid using your remote control and interactive digital television (known as Looking Local).

For details on how to access Looking Local, please contact your digital television provider:

Sky	**0844 2411 411**
Virgin	**0845 454 1111**
Freeview	**08701 111 270**

Remember, you change your bid using the Birmingham Home Choice website (page 14).

USING SMS TEXT MESSAGING TO PLACE A BID

You can place a bid using a mobile phone. You will need your user ID, PIN number and the property advert reference number to do this.

1 Open a new text message on your phone.

2 Enter '**bid**' at the start of the message then # followed by your user ID number, then # and your PIN number, then # again, then the property advert reference number you want to bid for.
3 If you want to bid for any other properties add another #, then repeat the process by adding the property advert reference number you want to bid for. Repeat, up to the text limit on your mobile telephone.

You can place up to three bids in each bidding cycle.

For example, if your user ID is 987654, your PIN number is 010164 and you bid on property 123456 your message will be: bid#987654#010164#123456

If the # key is not on your telephone's keypad, scroll through your mobile's symbols options, or check your mobile phone instruction booklet.

- Check the numbers are correct and press 'send' on your keypad to **07800 002 429**.

When your bid is received we will send a text to confirm we have received it. If you have not put the word '**bid**' at the start of your text it will not be processed and you will not get a reply.

If your bids are valid you will get a message listing the property advert reference number or numbers. If you have used an invalid user ID or PIN number the message will tell you.

We will also list any invalid advert numbers you have used. When we process the bid, if we find any bids you were not eligible for we will send another text listing them.

Do not try to send your message again. You will receive a text to say we have received your bid, within one hour of sending it (assuming your mobile phone reception is working OK). Only send your message again if you do not receive this text after an hour.

The system is fully automated so if you have any queries about your bidding **please call 0121 675 5779**. Most mobile telephone texts cost around 10p to send and have a limit of 165 characters per message.

You can save a sample bid in your templates or archive section of your mobile phone, and just change the property advert numbers each time you want to bid again.

You cannot change your bid using SMS text messaging. If you need to change your text bid, you can withdraw your bid online (see page 14).

WHAT HAPPENS AFTER YOU HAVE MADE A BID

You can place your bid for properties at any time within each bidding cycle.

You can make three bids within each bidding cycle, but you will only be able to view one property in each bidding cycle.

Shortlisting

Once the bidding cycle has closed, we will look at all the bids and rank them in order. People who have the most housing points and are eligible will be at the top of the list and people with the fewest housing points or who are not eligible will be at the bottom.

We will then draw up a shortlist of up to six people for the property. When you are on the shortlist, you won't be able to bid for another property until we know whether anyone is going to accept the property you are viewing.

Sometimes you will be among the top applicants for more than one property:

- If this happens, we will invite you to view the property where you are highest on the shortlist.
- If you are at the top of more than one shortlist, we will telephone you to ask you which property you would like to view.

- If we can't phone you, we will write to invite you to view the property which has the earliest viewing date.

- You will not be able to view more than one property.

You can find out more about how to choose who gets the property on page 27.

Inviting you to view the property

If you are on a shortlist, a housing officer will telephone you to check the details of your housing application are correct and to ask if you want to view the property. This means that it is important that we have up-to-date contact details for you.

We will give you the date and time of the viewing and ask you to bring proof of identity for you and anyone else in your household who is going to move with you. We will tell you which proofs of identity you need to bring along.

Please remember to bring these documents with you.
If you are successful at the viewing, the landlord will need proof of identity and if you do not have this information, the property may be let to the next customer on the shortlist.
We will also confirm your position on the shortlist.

If the property you have been shortlisted for is owned by a housing association (also known as a registered social landlord), they may invite you to an interview before the viewing.

If we can't reach you by telephone, we will write to you on the same day to tell you the date and time of viewing.

Viewing the property

Normally, you will view the property along with other customers on the shortlist. The viewing may take place while the property is being repaired. It will be made safe so that you can shown round the rooms.

Please make sure that you arrive in good time for your viewing. We can't rearrange viewings, so if you are late you may lose your opportunity to view the property and we may offer it to someone else.

It is important that you do not bring family and friends along with you when you view the property. If you do, they may be asked to wait outside.

A housing officer will show you around the property. The person who is top of the shortlist will be asked if they want to become the tenant. If they do not, the housing officer will offer it to the person who is number two on the shortlist, and so on.

If more than one customer with the same number of housing points wants to move into the property, we will offer it to the person who has been on the Housing Register the longest.

If the property is being repaired, and you want to accept it, we will ask you to sign an acceptance form that day. When the repairs are complete, we will ask you to come and sign for the tenancy and we will give you the keys to the property.

Turning down a property

Most customers who do not want to accept a property after they have viewed it will not be penalised. However, this does not apply to some customers who are owed a legal duty to be rehoused by Birmingham City Council. If we penalise you for refusing a property, we will tell you beforehand that this will apply to you.

If you don't turn up for your viewing without telling us, or consistently refuse suitable properties, we will review your application and we may reduce your housing points.

Getting feedback

Feedback about your bids is located on the My Details page of the Birmingham Home Choice website. My Current Bids lists the properties you have bid on and what your final position is on the list. The feedback tells you:

- about your current and previous bids
- where you are in the shortlist for any current bids
- if you were unsuccessful where you were in the shortlist and if there was a particular reason that you were unsuccessful.

The feedback also tells you how many points the successful applicant had, and when they joined the housing register.

We also provide information on all our lettings each week on our website. To see this you can visit **www.birminghamhomechoice.org.uk** and click on Lettings Feedback.

This information will tell you what kinds of customers are successful at bidding on which properties in which areas. It will not give any customer details.

You can use this information to make the best use of your bids, by placing bids on properties where people with similar points to you are being successful.

MORE USEFUL INFORMATION ABOUT YOUR APPLICATION

How we choose who gets the property

You can only bid for properties that you are eligible for. Birmingham City Council uses its allocations scheme to decide the number of bedrooms a person is eligible for.

This way, we can be fair about who gets which property. For example, larger households will be eligible for larger properties.

Your registration certificate will tell you what size and type of property you are eligible for under our allocations scheme. If you are unsure, please contact your local neighbourhood office.

For more detailed information on how we make this decision, please see our allocations summary, available from your local neighbourhood office or on our website **www.birminghamhomechoice.org.uk**.

The shortlist of applicants will be based on people's housing needs points. The number of points you have is on your registration certificate. If you have any questions about your points, please contact your local neighbourhood office.

The applicants with the most points who are eligible for the property will be selected to view the property.

Larger properties

There is a big demand for larger properties in Birmingham.

Rooms in larger properties vary in size. This means that a three-bedroom property may be too small for you and your family, while another three-bedroom property will be large enough.

So a property may be too small for you, even if it has the right number of bedrooms. In this case, we won't invite you to view it.

Adapted housing

If you have a disability or health problem, and think you need adapted housing, please contact your neighbourhood office.

Property symbols

These symbols tell you about the property, including the location, type of house, number of bedrooms, type of heating and so on.

The symbols give customers an easy way of seeing what's available, and which properties they are eligible for. For example, some properties are for people aged 55 and over only.

The symbols are also designed to help customers with language and learning difficulties.

What the symbol means	Symbol
Zone A Sutton, Erdington and Perry Barr districts	
Zone B Ladywood district	
Zone C Hodge Hill and Yardley districts	
Zone D Hall Green and Selly Oak districts	
Zone E Northfield and Edgbaston districts	
House	
Maisonette	
Flat	
Bungalow	
'Low rise/conversion'	
Age restriction 18+, 25+, 30+, 35+, 40+, 45+, 50+, 55+, 60+	25+
Lift	
A Suitable for wheelchair	
B Suitable for people who cannot use stairs or bath	

What the symbol means	Symbol
C Suitable for people who can climb stairs	
D Suitable for people who can use a bath but not climb stairs	
Energy efficiency A is the most energy efficient, G is the least energy efficient (Symbol for C energy efficiency shown)	
Double glazing	
Parking	
Council tax band A, B, C, D, E, F, G, H (Symbol for Council tax band D shown)	
Garden	
No garden	
Shared garden	
Number of bedrooms Studio, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 10+	
Sheltered	
Warm air heating	
Central heating	
District heating	

What the symbol means	Symbol
Underfloor heating	
Economy 7	
Electric heating	
Gas heating	
Floor level G, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30	
No pets allowed	

Change of circumstances

If your circumstances change, please tell us. For example, please tell us if you are pregnant or if you have moved to another home. You can do this by completing a Change of Circumstances form, available from your Neighbourhood Office or at **www.birmingham.gov.uk/finding-a-home**

Change of contact details

If your contact details change, it is important that you tell us so that we can telephone you and invite you to view a property. You can change your details by clicking on the button on the Birmingham Home Choice website (page 9) or contact your local neighbourhood office.

Access points

There are many access points in Birmingham where you can use a computer, free of charge, or look at the most recent property newsletter.

These access points include:

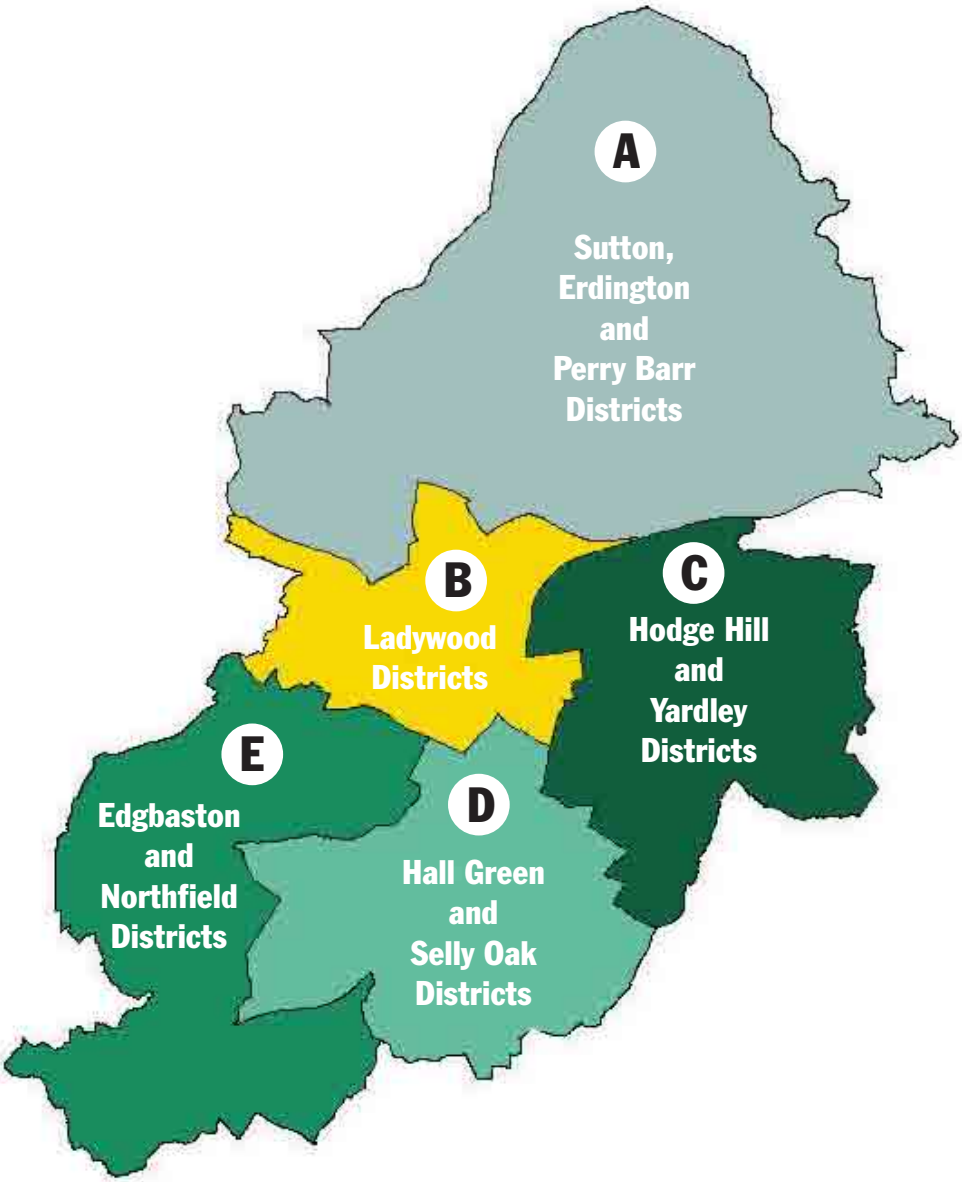
- The Property Shop at the Central Library, Chamberlain Square, Birmingham B3 3HQ
- Your local library
- Neighbourhood offices
- Community and voluntary groups
- Wardlow Road Centre
- Northfield Town Centre Partnership Shop

Ask at your local neighbourhood office for details of your nearest access point, or you can visit **www.birminghamhomechoice.org.uk**

Using the internet in Birmingham's libraries

To use the internet at one of Birmingham's libraries, you need to become a member. You can do this at any library in Birmingham.

Simply take one proof of your name and address (for example, a gas or electricity bill) and a member of the library staff will register you there and then.


A
Sutton, Erdington and Perry Barr Districts
B
Ladywood Districts
C
Hodge Hill and Yardley Districts
D
Hall Green and Selly Oak Districts
E
Edgbaston and Northfield Districts

BIRMINGHAM HOME CHOICE TERMS

Access points
There are many public places in Birmingham where customers can access the Birmingham Home Choice property newsletter and, in some cases, use a computer to access the website **www.birminghamhomechoice.org.uk**

See User Guide page 32

Assisted bidding
If someone is not able to place a bid themselves, a friend, family member or support worker can bid for them. This is called assisted bidding.

Bidding, or making a bid
This is the term used when customers express an interest in a particular property.
No money is involved.

See User Guide page 5

Bidding cycle
The council advertises all its available properties. This is known as the bidding cycle.

See User Guide page 22

Birmingham Home Choice
This is the name of Birmingham's choice based lettings scheme.

Choice based lettings scheme
This is the general name for schemes, such as Birmingham Home Choice run by councils and registered social landlords. The schemes allow customers to see all the available properties each week, and put in a bid for the ones they would like to move to.

Housing association
This is another name for a registered social landlord – a not-for-profit organisation that provides rented accommodation.

Housing points
We give some people on the Housing Register housing points, to recognise their housing needs. We follow our allocations scheme when we award points, so that the process is fair and open.

Housing Register
The name of our housing waiting list. If you are on our waiting list, you will need to take part in Birmingham Home Choice.

Neighbourhood office
Birmingham City Council has a number of neighbourhood offices around the city, where you can speak to staff about Birmingham Home Choice, as well as other housing and council-related queries. You can find your nearest office by calling 0121 303 1111.

Registered social landlord
This is another name for a housing association – a not-for-profit organisation that provides rented accommodation.

Registration certificate
When you join the Housing Register, we write to you with a registration certificate. This tells you how many housing points you have and what type of properties you can bid for.

Shortlist
After a property has been advertised for around a week (the bidding cycle), we draw up a shortlist of up to six applicants. We invite these applicants to view the property. This is based on your housing needs points.

See User Guide page 22

Social housing
The name given to homes let by local councils and registered social landlords.

Studio accommodation
Self contained flat with one main room and kitchen and bathroom. The main room is the living room and bedroom in one.

Tenant Management Organisations (TMOs)
TMOs are independent organisations, formed and run by residents who are elected by their neighbours. They represent tenants and manage a number of services on behalf of the council, although Birmingham City Council continues to be the overall landlord of the properties.

Viewing
Customers on the shortlist for a property are invited to visit, or view the property.

See User Guide page 23

Notes

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه فرصة مهمة. لكن لم تفهمها نرجو ان تطلب من احد اصدقائك او اقربائك ممن يتكلمون الانجليزية ان يتصل بمكتب الحي المحلي او فريق الاسكان لينبه عنك. بعد ذلك سترتب لقاء مع وجود مترجم فوري.

Si ngrit me rëndësi. [illegible] ju lutemi kërkoni nga një mik ose i afërm që flet anglisht, të kontaktojë me zyrën tuaj lokale të fqinjësisë ose ekipin e strehimit në emër tuaj. Pastaj ne do të bëjmë [illegible] me ju.

[illegible]

[illegible]

Message important. Si vous ne comprenez pas ce document, demandez à un ami ou à un membre de votre famille qui parle anglais, de prendre contact en votre nom avec votre bureau de voisinage ou avec l'équipe du logement. Nous prendrons alors les dispositions nécessaires pour qu'un interprète soit présent.

نام دغه ډیر مهمه ګڼل کیږي. که تاسو نه پوهیږئ نو مهرباني وکړئ یو ملګري یا خپلوان چې انګلیسي ژبه پوهیږي وغواړئ چې ستاسو د استازیتوب لپاره ستاسو د سیمې د دفتر سره اړیکه ونیسي. بیا به موږ ستاسو سره د ژباړونکي د راتلو انتظام وکړو.

Ważne! Jeżeli nie rozumiesz treści tego dokumentu, zwróć się o pomoc do przyjaciela lub krewnego, który mówi po angielsku, aby skontaktował się w Twoim imieniu z lokalnym Biurem Środowiskowym (Neighbourhood Office) lub wydziałem do spraw mieszkaniowych (Housing Team). Zatem my Wtedy dla Ciebie tłumacza.

[illegible]

[illegible]

Haddii aadan fahmin waraaqdan kuguso saar [illegible] qaadan) fadlan waydiisо qof saaxiibkaa ama qaraabadaada ah oo ku hadla af-Ingiriisiga inuu kuu wakiishо xaafiska deegaanka ama dhaw (neighbourhood office) ee aad ama kooxda guryaha aagga oo aaga kumaaliya. Markaas kadib waxaan kuu balan qaadaynaa inaad la (turjubaan).

[illegible]

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